

**2005 County Satisfaction Survey Analysis  
Vehicle Titles & Registration Division (VTR), TxDOT  
Executive Summary  
161 Responses**

**Introduction**

A customer satisfaction survey was mailed to all 254 Texas County Tax Assessor-Collectors on May 2, 2005, with Registration and Title Bulletin 047-05, to assess the level of customer service VTR provided during the previous year for vehicle registration and titling activities. A 63 percent return rate resulted.

**Methodology**

The one-page survey requested suggestions for improvements for the Regional Offices, RTS Help Desk, and Headquarters. The survey also requested comments as to whether or not VTR has been responsive to county concerns and issues that were stated in the previous survey. Performance-rated questions were included for the RTS Help Desk, Regional Offices, and VTR in general, for which respondents were requested to select one of the six performance ratings provided. A point system was established for the ratings: agree-5, somewhat agree-4, undecided-3, somewhat disagree-2, disagree-1 and not applicable-0. Additional questions regarding county needs included problem-resolution time expectations and training needs.

**Findings**

VTR received an averaged rating of 4.7 for overall combined performance. The RTS Help Desk received a 4.7 rating; Regional Offices received a 4.6 rating; and General VTR received a 4.7 rating. Seventy-three percent of the 161 respondents approved of the newly revised Motor Vehicle Title and Registration Manuals. On phone call question resolution time, 30 percent expected resolution within five minutes and 32 percent within five to eight minutes. Salvage title training (37%) was found to be the most needed training in the counties. Additional training was suggested for special plates, title fraud and mechanic/storage liens.

**The most frequently recommended improvements for the Regional Offices include:**

- Provide a better phone system. When the operator is not available, the phone disconnects. It takes calling 4-5 times to complete a call.
- Regional Offices should have a toll-free phone number for the counties.
- Need more personnel at the Regional Office to help counties when needed.

**RTS Help Desk:**

- The Help Desk clerks should be more patient and less argumentative and rude.
- The Help Desk should notify the counties with an on-screen message when RTS has been restored following a statewide outage.

**Headquarters:**

- The Special Plates Branch was deemed a problem. Responses stated there is no communication, no follow through, response time on exempts is too slow, and customers are waiting 8-12 weeks for their plates.
- RTBs should also be categorized by subject.

Many positive comments and expressions of appreciation for providing excellent customer service were also provided.

## Results of Detailed Performance-Rated Question

	<i>Average Rating</i>
<b><i>RTS Help Desk (HD)</i></b>	
8. RTS HD employees are knowledgeable, courteous and professional.	4.7
9. RTS HD staff follows up with reported problems until they are resolved.	4.8
10. RTS HD employees are available when needed.	4.8
11. RTS HD provides timely feedback on the status of specific RTS problems	<u>4.6</u>
<b><i>Overall RTS Help Desk Average</i></b>	<u><u>4.7</u></u>
<b><i>Regional Office (RO)</i></b>	
12. RO employees are knowledgeable, courteous and professional.	4.7
13. RO employees promptly respond to requests and solve problems in a timely manner	4.7
14. RO employees are available when needed.	4.6
15. VTR training is useful, available, and of high quality.	4.4
16. VTR personnel visit your office an appropriate number of times per year.	<u>4.8</u>
<b><i>Overall Regional Office Average</i></b>	<u><u>4.6</u></u>
<b><i>General VTR</i></b>	
17. VTR overall performance is satisfactory.	4.7
<b><i>Overall General VTR Average</i></b>	<u><u>4.7</u></u>
<b><i>VTR Overall Combined Performance Average</i></b>	<u><u>4.7</u></u>

### 18. I expect my calls to the Help Desk to be resolved within:

5 minutes:	30 % (48 responses)
5-8 minutes:	32 % (52 responses)
8-12 minutes:	14 % (22 responses)
12-15 minutes:	15 % (24 responses)
No response:	9 % (15 responses)

### 19. I would like training to be offered in the following areas:

<u>Specified topics</u>	
Salvage Titles	37% (60 requests)
Special plates	22% (35 requests)
Title Fraud	20% (33 requests)
Mechanic/Storage Liens	18% (29 requests)
Titles	10% (16 requests)

### Comparison of Survey Results from Prior Years

<b>Year</b>		<b>2005</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>	<b>1998</b>	<b>1997</b>
Total number of counties responding		161	127	149	104	137	192
Overall customer satisfaction- averaged rating		4.7	4.6	4.7	4.6	4.5	4.3
Help desk- overall averaged rating		4.7	4.7	4.8	4.6	4.3	4.3
Regional offices- overall averaged rating		4.6	4.6	4.8	4.7	4.5	4.5
Averaged rating on policy and procedures		N/A	3.9	4.2	4.1	NA	3.6

#### Key to numerical value ranges and word values for calculated averages:

<b>Weight</b>	<b>Numerical Value Range</b>	<b>Word Value</b>
5	4.6 - 5.0	very good/excellent
4	3.6 - 4.5	good
3	2.6 - 3.5	neutral
2	1.6 - 2.5	needs improvement
1	1.0 - 1.5	needs much improvement
0	0	don't know/doesn't apply